

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Hung-Yang Chang                      Group No.: 3623  
Serial No.: 10/617,965                      Examiner: Jeanty, Romain  
Filed: July 11, 2003  
For: **SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING  
BUSINESS LEVEL SERVICE LEVEL**

Commissioner for Patents  
PO Box 1450  
Alexandria VA 22313-1450

**TRANSMITTAL OF FORMAL DRAWINGS**

Attached please find EIGHT (8) replacement sheets of formal drawings for the above-identified application.

Please charge any deficiency as well as any other fee(s) which may become due under 37 C.F.R. § 1.16 and/or 1.17 at any time during the pendency of this application, or credit any overpayment of such fee(s) to Deposit Account No. 50-0510/IBM. TWO (2) COPIES OF THIS SHEET ARE ENCLOSED.

Aug 30 2007

  
SIGNATURE OF ATTORNEY

Nathaniel T. Wallace  
Type or print name of attorney  
Reg. No. 48,909

F. CHAU & ASSOCIATES, LLC  
130 Woodbury Road  
Woodbury, New York 11797  
Tel. (516) 692-8888  
Fax (516) 692-8889

(Transmittal of Formal Drawings [5-2])